

April 2013 Chemistry Department Meeting
Wednesday, May 1, 2013

Attending: Carmella Blacet, Lisa Ellis, Paula Swierczek, Nancy Buckley, Beth Albrecht, Carmen Rigney, Evan Evans, Kathy Stanley.

1. Weekend Start time

To make scheduling more consistent, we are going to make all weekend start times 0600. Concern was expressed for the weekly maintenance performed on Sundays, especially on C1 – could they leave its completion for evening shift. I said we would monitor the situation and if we see staff having to stay over to finish, we will consider having the Sunday C1 tech come in at 0630.

2. Nights-Day shift handoff issues:

An adjustment is needed as we have more blood being collected earlier and then waiting until dayshift arrives to test. Chemistry agreed with Heme's recommendation (from their department meeting) that the tracking list for night be printed at 0545 and nights will be responsible for completing any test < 0.5 hours at that time. I will pass this along to Carol for her comments and to set an implementation date.

Regarding the tracking list - instead of doing a print screen, please select "All Files" from the bottom keys – this will allow you to print out a tracking list that includes the time it was printed. I know the print is small, but it is a little cleaner than the print screen and shows the print time.

Also show common courtesy/respect for each other – if a tech indicates they want to stay and finish a particular run or patient, let them – use the time to check e-mail or find monthly maintenance to do. Conversely – if there is a patient or instrument issue, explain it to the next shift and write it on the shift handoff form.

3. Troubleshooting logs:

A follow-up to the e-mail sent on 4/30/2013. Remember if you get an unusual alarm to notate in the troubleshooting log so we can see if there is a pattern or if it is truly random.

4. Competency:

The problem solving quiz, which will cover each competency area will be available on MTS by next week (hopefully). Carmella is doing a good job of performing direct observations as they come up and she is here. Vicky and I can also do them. I will ask Jan and Rita to make sure to schedule specific Direct Observation days for Carmella and myself (and Vicky) so we get these all done ahead of November.

5. Kathy's section:

On next schedule – on weekdays there will be a registration clerk and the resource person out front at 0600. Once morning pickup is done, a second C&D person will go out front. There may be times from 0600 until pickup completion that the department scheduled will be called, but afterwards they will call phlebs from the floors to cover. There will be no more scheduled

techs to cover C&D. On Saturdays, if the resource person goes to the floor to help with morning pickup we are to call them back to draw out-patients.

Confidentiality: a reminder that HIPAA violations can be fireable. A (non-lab) registration clerk mentioned to a friend that a mutual acquaintance was in the hospital. That person's family was not happy that that information was given out and lead to that clerk being fired. We see many patient names and it's better to not even connect them as people you know unless you are aware of their condition from them or their family.

Professionalism: Be careful of what you say to patients – always keep the conversation professional and non-opinionated. A non-lab example – a patient was upset with a wait and when dealing with the person taking care of them demanded to talk to a supervisor, the employee responded that there was no one they could talk to thanks to Obamacare. The patient complained to administration and the employee was let go. No matter how you might be baited, do not rise to the challenge, keep calm and professional